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CHIEF CLERK'S OFFICE

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

FORMAL UTILITY COMPLAINT

COMPLAINT DOCKET NO: _____

COMPLAINT ALLEGING VIOLATIONS OF :
83 ILLINOIS ADMINISTRATIVE CODE

COMPLAINANT
INFORMATION: MICHAEL DAYNE
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Chicago, Illinois 60680
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312-460-9226 Fx
e mail: mdayne@comcast.net

03-0636

SERVICE INFO: 209 W. Lake Street, 2nd Fl.
Acct #1 5000 2383 5106
Rate 2, General Service

Utility Info: People's Gas/~~People's Energy~~
Chicago, Illinois 60687-0001

Service Dates: August 1, 2000 until February of 2002

Nature of
Complaint: I moved into this location on August 1, 2000, but did not receive a bill from People's until I requested one. They provided me with a duplicate bill for service on or about January 22, 2001. According to that bill (attached), I had used 1138 therms for the previous 5 1/2 months. The next bill I received was dated February 20, 2001 or and purported to show that I had, during just one month, used 803 therms, approximately 70% of the therms used during the previous 5 1/2 month period (also enclosed). I called People's and requested an on-site inspection to investigate the obvious discrepancy. An inspection was scheduled twice during 2001. I waited at the location the first day for 5 1/2 hours, but no one showed up or called. I contacted People's and rescheduled the inspection for March 28, 2001. That day I waited 5 hours, with the same result. On April 5, 2001, I wrote to People's asking to reschedule the inspection and asking for an explanation as to the discrepancies (enclosed). No one from People's ever responded to this letter or to my many phone calls. Rather in February of 2002, when I was not present, a representative of People's showed up at the premises, without warning, and removed the meter.

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At no point from August 1, 2000 on did anyone come to the premises for any reason other than to remove the meter.

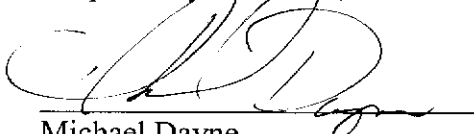
According to their website, the estimated annual therm usage for my account would be 2,216.75 therms. According to the two attached bills, I allegedly used 1941 therms (or 87%) of the total annual usage in just 6 1/2 months. I asked for an explanation by phone on numerous occasions and requested on-site inspections to review the unusual therm billing I was receiving. By removing the meter, without notice or warning, People's made it impossible to resolve the issues for which I had originally requested the inspections.

My suspicions are that, since no one ever came to the site to do an actual read, all billing to me was estimated and based upon usage by the tenant prior to me. That tenant was a catering service which, unlike me, used gas service for more than just heating.

Relief requested:

- 1) restore gas service, waiving the request for a security deposit.
- 2) recalculate the outstanding bill, to the extent possible, by basing same upon actual reads and the utilities' projected therm usage, rather than upon usage by the previous dissimilar customer.
- 3) once service is restored, arrange for and perform an on-site inspection relating to gas usage issues.

Respectfully submitted,



Michael Dayne

OCT-09-03 THU 02:02 PM

ICC-CHIEF CLERK

FAX NO. 2175240673

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VERIFICATION

I, Michael Dayne, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.



Signature

Subscribed and sworn to before me
this 9th day of October,
2003.


Notary Public